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Servicing Personnel Office News

United States Coast Guard Personnel Service Center

2008 SPO Conference/Customer Advisory Council Meeting

After-Action Report

PSC Command Welcome/Thank You for Your Commitment

PSC Values are Customers, Employees and Stewardship. At this year's conference I spoke about three themes that are closely connected with these values: **Customers, Change, and Service Line or Program Management.**

Customers: Customer commitment was demonstrated at this year's conference by the sheer numbers in attendance. Over 195 people registered to attend the conference this year; that is a 200% increase over past years. More than 70 Coast Guard Units were represented. A strong percentage of the Coast Guard's 109 SPOs were also represented at the conference. Field members attended because their leadership saw the value of their active participation in this conference. Leaders made investments and were counting on these members to improve their understanding of the processes, systems, and communications that affect pay and entitlements, and to then bring that knowledge and understanding back to their units to share with others. PSC's leadership understood the value of the conference and the personnel in attendance which is why every member of our executive management team and many others within the PSC organization were in attendance. PSC is invested and committed. I was honored to be the voice of PSC during the opening of the conference, but these leaders and the military personnel and civilian employees working for them are truly the heart of PSC. Headquarters leadership recognized the value of the conference; that's why Captain Viekman, CO of the Coast Guard Personnel Command (CGPC), provided an update on the reorganization efforts of the Coast Guard. Subject matter experts from outside the Coast Guard and PSC, including the Force Rating Master Chief, Course Writers, Detailers and other key personnel for the YN rating, were there to share their knowledge, as well. The most critical personnel element at the conference, however, was the audience. They came to improve their understanding of key HR processes so they could in turn ensure that their shipmates are properly paid, advanced, and have accurate, timely and complete HR records and transactions.

Change: Change is the hottest topic in the Coast Guard today and we had an excellent update and detailed presentation from Captain Bruce Viekman, CO of CGPC, on the transformation of the Coast Guard and stand-up of Personnel Service Center (PSC) Ballston, under the Deputy Commandant for Mission Support (DCMS). Additionally, this means that **PSC Topeka will soon be renamed the Pay and Personnel Center ("PPC") Topeka**. There is a lot of change in the Coast Guard expected with the transformation to an OpCom and ForceCom; Commandant Intent Action Orders; Stand-up of DCMS; CFO Audit emphasis; and operating in the post 9/11 environment. All of these changes will affect all of us, especially audit requirements, for timely, complete and accurate information for HR and payroll transactions. We will also see change internally to PSC Topeka as well as in the field with the rollout of two major products coming down the line: E-Travel is a DHS Department-wide initiative to consolidate travel services and claims. It is mandated and will be the eventual replacement for T-Pax. Also, Global

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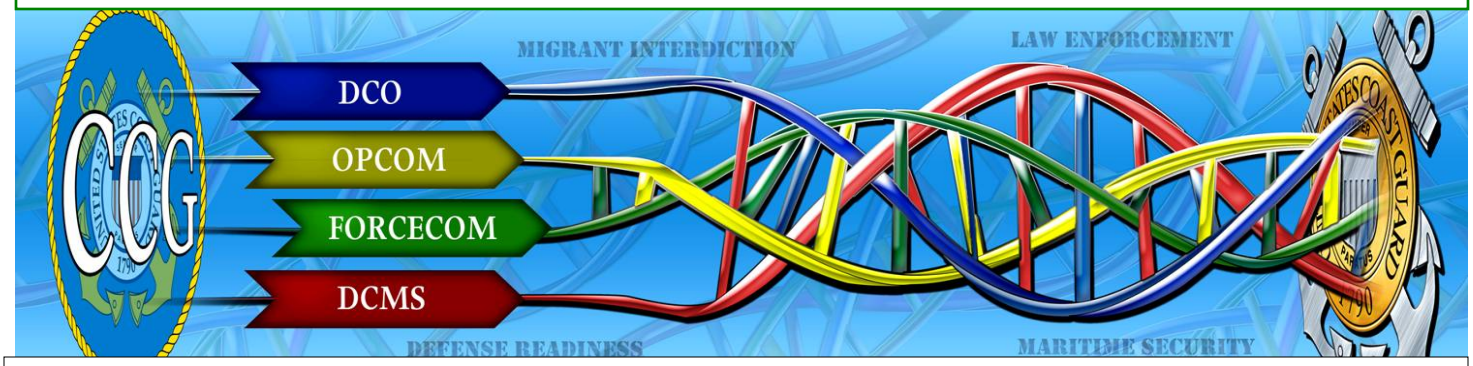
Pay is being considered for the Coast Guard's enterprise pay system as the eventual replacement for JUMPS for Active Duty and Reserve forces. A cross-functional work group is being chartered now to plan and develop requirements for the next generation CG enterprise pay system.

Service Line or Program Management: Service Line Management is something that you will hear more and more about as the Coast Guard continues in its transformational process. It is critical to the success of SPOs and PSC Topeka, and very beneficial to the YN rating. All the Coast Guard's critical HR and pay processes rely on timely, accurate and complete information provided by every YN in the field and at every SPO. We are rolling out a measurement cube on CG Central to provide SPOs a tool that will help them see how they are doing with timeliness of their own data entry. This tool is active right now on CG Central, developed with the help of CG Business Intelligence staff. The next piece will be a measurement component on accuracy within the same cube. Our hope is that this dashboard measure will help SPOs track their own data accuracy and timeliness, as well as give PSC Topeka an idea of the training topics that may be needed in the field. Eventually we expect this tool will provide a level of greater accountability as well. Service line management includes standards, policy and process documentation, manuals, training and education efforts, consistent communications in all media, and even conferences like this one. We introduced our SPO measurement cube on CG Central as one more tool that will help SPOs—please take a look at this excellent dashboard gauge. PSC Topeka is the YN "Center of Excellence" and will continue to expand our service line management efforts to help the field wherever we can.

Summary: In conclusion, this conference was a great success because the audience was engaged and actively participated in the general sessions, exercises, and break-out sessions. You brought your questions and issues forward to us during the course of the conference, used break time to network with others who might have solutions to similar problems, and compared notes and benchmarked with members from SPOs and similar units to see how you are doing. It is an exciting time to be in our service and this was our time to make a difference in the way we serve our customers. Thank you for helping to make the 2008 Customer Advisory Council/SPO Conference a great success!

/s/
J. D. PHILLIPS, PE, CAPT, USCG
Commanding Officer
Personnel Service Center (PSC) Topeka



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- General Sessions -

SPO Pre-Conference Survey Feedback

During this segment, PSC Topeka Executive Officer, CDR Douglas Bruce, reviewed survey data collected from the Customer Relation Council/SPO Pre-Conference Survey. The data collected this year was compared to similar data collected over the past two years providing trends on PSC's customer service levels. Like other successful businesses, PSC studies trends to improve our customer service levels. Pre-conference survey results for 2006, 2007, and 2008 can be viewed on PSC's webpage using the following link: http://www.uscg.mil/hq/cg1/psc/advisorycouncil.asp. Look under the presentations tab for subject title, "Results of the Pre-Conference SPO Survey." (http://www.uscg.mil/hq/cg1/psc/alspo/2007FeedbackRpt.pdf)

Audit/Actuarial Findings

Timeliness and Financial Accountability was the theme for the **Audit/Actuarial Findings** session. Submitting late documents will always result in exceptions, offline payments, and/or overpayments and always come at a cost to the member. As a result, PSC Topeka has taken steps to begin tracking the timeliness of documents submitted by SPOs.

Regarding **audit/actuarial findings**, DHS and its components continue to try to meet the legislative requirements of the 1990 CFO Act; 19 of 24 agencies can—DHS cannot. To date the auditors have found material deficiencies in seven (7) areas which makes them unable to express an opinion on the financial statements. The Coast Guard is the only DHS component which has material deficiencies in all seven areas.

SPOs impact the Coast Guard's audit results in two (2) areas: Financial Reporting, and Actuarial and Other Liabilities.

It is critical that SPOs take the following actions to correct audit findings:

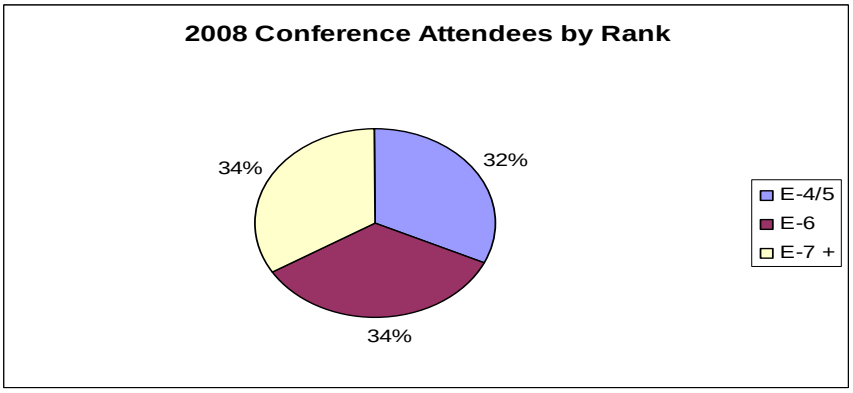
1. Ensure PDRs are complete and current.
2. Be in compliance with all Instructions and Directives.
3. Submit transactions timely - EVEN LEAVE PAPERS.

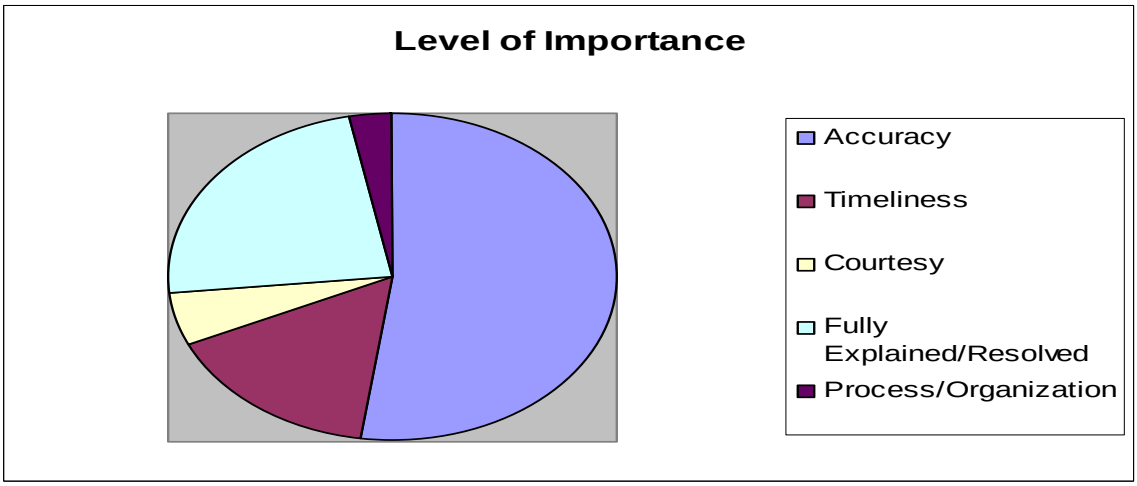
Defense Manpower Data Center Presentation

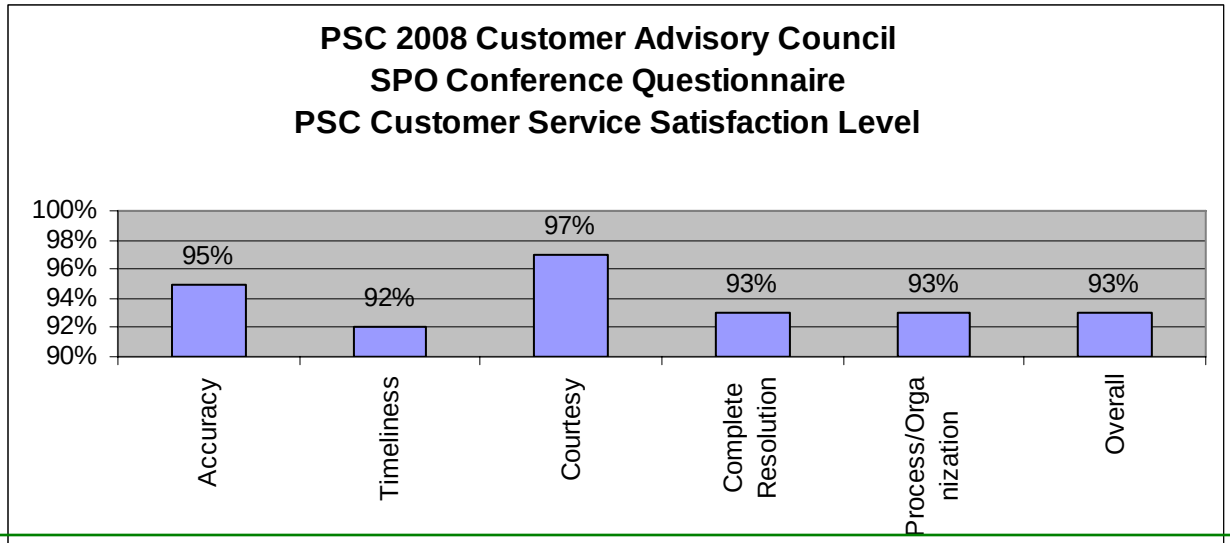
For the **DMDC Issues segment**, CWO Arnaz Deal opened with a brief history and overview on the Defense Manpower Data Center (DMDC) and their mission. The attendees were briefed on where the Coast Guard liaison fits in the process and how the DMDC uses our data in everything ranging from DEERS to VA Benefits. By being co-located on the same floor as the DEERS, CWO Deal is also the unofficial West Coast DEERS Project Officer in that he works along with DEERS to resolve a myriad of DEERS/Eligibility issues. For customers who may need assistance with DEERS or Coast Guard data issues, CWO Deal can be reached at (831) 583-2400 ext 4361 or at Arnaz.P.Deal@uscg.mil.

Customer Relations Council (CRC) Facilitated Feedback Sessions

PSC's **Customer Relations Council (CRC)** held the second annual CRC-facilitated feedback session with all conference attendees and, much like the year before, it was again a success. Attendees were grouped according to pay grades (E-4/5; E-6; E-7 and above) and during the exercises, questions were asked and spirited discussions resulted. Basing this year's sessions on PSC's newly designed customer satisfaction survey, the sessions covered the five areas of Accuracy, Timeliness, Courtesy, Fully Explained/ Resolved, and Process/Organization. Although currently conducting a more thorough review and analysis of what you told us, the CRC was quickly able to identify that "Accuracy" was rated as most important across all three groups. Once CRC's review of the sessions is complete, the information will be provided to PSC's senior leadership for their consideration in driving improvements within our business processes, reminding us all of the value of finding ways to hear from you, the Voice of Our Customer.







- Breakout Sessions -

Travel/T-PAX Overview

So that travel claims can be fully processed, the following needs to be done: All orders must have original signatures and be authenticated in the field. When traveling, keep receipts for lodging, rental vehicles, air fare and individual expenditures of $75 and over. For more information, see **PSCINST M1000.2A Chapter 2, 2-B-3**

"Customers' Concern" / *PSC's Response*

"Is there a way to publish on PSC's website what is required in the Post Payment Audit request package?"
Yes this is possible – Travel Branch will draft something for approval and get this posted soon.

"Ships have connectivity problems when trying to log onto TPAX. Is there any solution for this issue in the future?"
Not at this time as this is a much broader connectivity issue – however, there is a special link that the ships may use that does not have as much traffic on it. Use: http://cgweb.fincen.uscg.mil/citrix/UTS-PROD-Underway.ica

"Why do we not receive Unit audit reports like we used to?"
PSC Tvl automated the process and placed access to the unit reports on the web. Please see the below website and input unit OPFAC, scroll to the bottom of the page to see the NEWEST folders and reports.
http://cgweb.psc.uscg.mil/travel/audits/default.asp

"The field is getting mixed messages in reference to orders. Which system do you want our travel orders in…TPAX or DA?"
It doesn't matter; orders may be done in either. Ensure a printed signed copy is available for audit purposes.

"When does PSC require "original signatures"?"
On original claim and authorization for a settlement PSC is processing manually. ***Original signature in blue ink is required – signature stamps may not be used.*** *Electronic and ink signatures are required on post audit DD-1351-2, orders/authorizations, & amendments or certifications.*

"Why are members receiving payments via check vs. EFT when member has Direct Deposit?"
Cannot answer this question without more specific information. If the Direct Deposit is invalid and payment cannot be sent for some reason, a check will be issued by FINCEN. If this is a major issue, recommend member complete a FASTART form and fax to FINCEN. If this continues, contact FINCEN customer service.

"Is there a way to give the field access to reports within TPAX; i.e. AO queries, unit rep queries, claims processed within a specific period of time and by what traveler, unit member email addresses…"
This functionality is not available at this time. We will investigate the cost, time and system impact with adding this functionality.

"Does PSC understand that CAC Card will present issues for boat units when implemented?"
This is being taken under advisement and will be looked into.

"Is there a way that a member could log onto TPAX using either the CAC or the normal user name/password option?"
Currently it is either all or nothing. This will be an issue for all CG software programs that are CAC enabled.

"Is there a way to remove me as the default AO for someone who no longer exists at my unit?"
No – Default AOs are assigned by the member and must be removed by the member as well.

"Travel used to send out newsletters periodically and suddenly stopped…Is Tvl going to start sending those out again?"
PSC Tvl is again looking into Travel Newsletters going out about once a quarter or so. This is being looked into and coordinated (Note: You can always get the latest news from the PSC Travel News Feed at http://www.uscg.mil/hr/psc/travel/. Ed.)

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Looking for more Travel/T-PAX news? Check out the PSC T-PAX/Travel News Feed at http://www.uscg.mil/hr/psc/travel/.

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"Why is the CG spending time & resources into biannual upgrades to TPAX when E-travel is on the horizon and we are going to have to change anyway?"

At the current time, PSC (tvl) does not know when exactly the deployment to E-travel will take place. Until then, PSC is working hard at providing the end user a program that can be used in the interim and provide solutions to current travel processing issues at the same time. TPAX is a DOD program and we are required by contract to remain current with DOD.

Accessions

No way around it: to fully understand the whole hire/rehire evolution one must read the Direct Access Supplement to the Coast Guard Personnel Manual, Coast Guard Reserve Policy Manual and the Coast Guard Recruiting Manual at http://www.uscg.mil/hq/cg1/psc/spoman/ - "Vol. VIII, Accessions."

"If you receive Error Discharge not Complete can you go discharge member and then come back and complete accession?"
You have to back out, complete discharge and then start the accession.

"Why can't the discharge error be on the front side of transactions instead of later in the rehire process?"
The system can't be intuitive. The system doesn't know until later if you are doing a hire or rehire.

"Are there problems with a reservist going back onto active duty without a discharge being done? She was able to save and approve and discharge had not been done."
Rehire is not supposed to work unless there is a discharge row. Someone from audience said there is a problem with IRR officers and the rehire has to be done via MODALL. Someone from the audience also suggested the SPOs build a rapport with the recruiting office.

"When you rehire, all personal information crosses over to rehire, so why don't physical characteristics cross over?"
The information is on different tables; the way the system is set up, PeopleSoft sees this as a brand new person. The physical characteristics are not embedded to come over.

"On Temdu Enroute, where should they be getting pos# and Dept ID?"
If the member was located in the area before termination, you can go back on job row and use the Pos # and Department ID from previous job row. If the member was not in your unit before, you can use another Pos # and Dept ID for your unit and then send member to the new location.

"Do you have to change the Date of Rank when integrate from reserve date for when hired unless EAD."
If advanced prior to going active duty you may have to do a constructed Date of Rank. Example Title 10; EAD June 1, 2004 - after they request integrate they got promoted June 1, 2005. We integrate into regular CG and they get to count all of the time.

"The correct wording for what member was asking: Do you have to change Date of Rank when integrate from reserve component to active duty component?"
All TIR, while on active duty in the Coast Guard or extended active duty for more than one year in the Coast Guard Reserve, or served during a prior service active or reserve duty period in another military service, provided the member wasn't reduced and subsequently advanced, will be credited as TIR.
(Answer from PERSMAN 5.C.14b.3)

"On Requisition Numbers, why does it show filled?"
Doesn't always open once a person leaves the job.

"On Requisition Numbers, why does it use the last date?"
This is a system function.

(Continued from page 6)

"On Duplicate Applicant IDs, if an auxiliary member with duplicate IDs is hired, does the SPO have to contact us?"
Yes. We will need to consolidate the records under one ID.

"What date is used for Anniversary Date?"
The date used to determine the anniversary year is established by the date the member entered into active service or into active status in a reserve component. The start date (month and day) for each successive anniversary year will not be adjusted unless the member has a break in service. A break in service occurs only when a member transfers to an inactive status list, a temporary disability retired list, the Retired Reserve, or is discharged to civilian life for a period greater than 24 hours. There will be no break in service if the member transfers directly to another regular or reserve component. A member who has a break in service that occurs during an anniversary year shall be credited with a partial year for non-regular retirement. For more information on Anniversary Year reference the ***Reserve Policy Manual****.*

"When we say prior service, is CG prior service too?"
Any military service, including CG service.

"Why do we have to go through [the SOCS] process again, since he [the member] is already in DA?"
We need standardization and Active Duty Base Date for Reservist is never accurate and needs SOCS.

"Why can't we use only a few boxes for rehire process?"
We are using an off-the-shelf product that we are fitting to military standards. Steve Maupin interjected that JUMPS requires all of this information to still come into JUMPS.

"Rehire from Active Duty to Reserve."
If initial 8 year service there is no discharge or rehire. If after 8 years, you have to discharge from reserves and rehire to reserves, under new contract. This is because after 8 years, if member extends, it goes back to initial contract if you don't discharge or rehire.

Pam Flewelling, PSC (ADV), provides some helpful tips on accession processing.

Looking for more Pay and Personnel news? Check out the PSC News Feed at http://www.uscg.mil/hr/psc/alspo/.

Exceptions Reporting Team / Pay Team

Expedience of processing of feedback on exceptions was highlighted. Examples were provided to attendees to illustrate the impact of exceptions and a lasting effect when immediate action isn't taken (i.e. costs involved with overpayments due to lingering exceptions beyond 2, 3, or 4 weeks). The focus of the presentation went beyond just an overview of MAS and to the importance of taking action on feedback from ERT. Other items of note were the responsibilities of both ERT and the SPO, some statistics related to exceptions, the importance of open communication between MAS and SPOs, and the continuing challenges we must meet to further our endeavor to continually improve our processes.

"How many records should one yeoman be responsible for at a SPO?"
Approximately 150 records per YN. (Suggested by Rating Force Manager)

"What should be submitted and when, on a reserve member status for IDT?"
Reserve Member Status for IDT should be submitted after an extended period on active duty and RELAD is required, after the member changes status from SELRES to IRR, or vice-versa.

"What are the yearly statistics for underpayments vs. overpayments?"
There are statistics kept on this, however they are not published externally.

"Were there less audit record options prior to Release 11? Are there more ways to see audit records with Direct Access vs. SDA?"
Currently, there are fewer restrictions on what can or cannot be approved at lower levels and that we (PSC Topeka) are looking to increase audit restrictions to improve oversight at the SPO level to prevent inappropriate submissions of entitlements and hopefully lower overall exception totals.

"Should SPOs be processing IOT orders issued by assignment officer?"
Yes. When Interoffice Transfer or Fleet-Up orders are issued the SPO must: 1) Approve and save the orders, 2) complete the Actual Depart date field Depart/Report Mbr tab and, 3) approve the Departing Endorsement .

However, SPOs don't need to do anything with orders for extensions.

"What if any C schools are available to junior personnel to learn prior to taking on SPO duties? Lack of school training and availability?"
Currently there are no "C" schools to prepare YNs for SPO duty.

"Is there any way to run a report to show all pending transactions for a particular SPO AOR?"
A System Change Proposal has been submitted to create a query for SPOs. This is in its infancy, however, and no further details are available at this time.

"What about exceptions that show up on a particular SPOs exception report and the submitting member does not belong to that SPO? Can ERT notify that member directly?"
All SPOs need to work together. If work on your report was done by a YN at another SPO, it is the responsibility of the YN that input the document to correct the issue. You will see this most often with YNs that are TDY or reservists called to active duty and deployed away from their home SPO.

"When should SPO place TDY orders in Direct Access?"
Please see E-Mail ALSPO A/08 (http://www.uscg.mil/hq/cg1/psc/alspo/2008/A08-TDY-procedures.pdf).

"Should TDY orders only be entered in DA if they are over 30 days?"

See E-Mail ALSPO A/08. There is no requirement to enter TDY orders in DA; however, it is very helpful to ERT to have those orders in place in order to maintain our ability to compute Sea Pay Premium entitlement dates accurately.

Separations

The Separations & Service Validation Branch used their break-out sessions as opportunities to meet members and SPOs in the field. When working Coast Guard separations and service validation cases, all members were strongly encouraged to become more familiar with the contents of **Chapter 3.B and 5.C of the 3PM**. The manual provides a wealth of information on timeline requirements and covers both PSC Topeka and SPO processing procedures. Although our manuals give excellent guidance, members are also encouraged to continue using **PSC-Customer Care and the PSC-PF-SES message board on Global** when answers to specific issues are needed. Our SES message board is a direct link to key personnel in the SES Branch, serving as a vital communication tool for SPOs and assisting us with internal tracking and work-flow. If your matter needs the attention of the SES pay supervisor (785)339-3548, or the Branch Chief (785)339-3551; please do not hesitate to call.

"Does NAPS time count?"
Yes. See chapter 1 of the pay manual for more information on creditable service.

"If a member is coming off active duty, does a SOCS need to be done?"
No.

"Should Cape May be doing a SOCS if they have prior service and it is known?"
Yes. The accession point should submit the SOCS request .

"Should a reserve member have a SOCS prior to their 60th birthday?"
Yes, but it is not mandatory.

"Are points lost on a reserve member?"
There are problems within the system right now, but the points are not lost. They are in the system, however they are not calculating correctly. We are trying to get this corrected.

"How soon can a member start drilling?"
The next day.

"Why are our retention SOI's not deleted?"
SES cannot delete those. You need to go into D/A and put in a new SOI. SES can then delete erroneous SOI's but they must first process in JUMPS before they can be deleted.

"What can we do when we want a member to be discharged on Thursday when their end of enlistment falls on the weekend?"
Put in an SOI with the Thursday date and the system will take care of it. You can also send a note to the SES message board as well.

"Can we continue to put our standard comments on the SOI in Direct Access?"
Yes, our case workers look at both SOI's (in JUMPS and Direct Access).

"We are having problems with temporary separations from OPM and EPM—what should we do?"
You need to get in touch with Headquarters since they are the ones who issue the orders.

Do you want the latest pay, personnel and travel news delivered directly to your mailbox?

Join our email news list at http://cgls.uscg.mil/mailman/listinfo/cgperspaytravel-news

Subscribers to this list will receive notices and information on Coast Guard military pay and personnel policy and procedures. Subscribers will also be notified of both scheduled and unscheduled outages affecting the Direct Access personnel system or the T-PAX travel claim liquidation system. Additionally, subscribers will be updated when important information is posted to the Personnel Service Center's internet news pages at http://www.uscg.mil/hr/psc/alspo/and http://www.uscg.mil/hr/psc/travel.

Advancements and Evaluations

Representatives from the Advancements (ADV) Branch Section emphasized that attention to detail is paramount in all processes related to **Advancements, Evaluations, and Data input**.

Specifically:
The first rule in ADV is that advancement requirements and policies must be applied equally to every member without exception. Reminders:

- Retroactive advancements can be only 30 days or less.
- It is everyone's responsibility to complete all advancement eligibility requirements prior to the deadline date.
- All members must review their PDEs for accuracy, report discrepancies and review their online PDE in DA to ensure corrections are posted and visible **prior to the PDE correction deadline date**.
- When someone is taking a SWE, be sure to fill out the bubble sheet correctly to ensure it gets graded without errors.
- SPOs need to notify PSC prior to the first of the month about delays in advancements for weight standards, etc.

Important nuggets for units to remember in regards to **evaluations** are:

- EERs must be forwarded through the chain of command so all signatures (endorsers block needs to be filled in) are there.
- Don't click "final" unless you are the final approving authority, for DA immediately places the EER in a queue.
- Members and supervisors need to ensure they use the correct effective date. Changes to the effective date results in lost effort as the EER resets itself.
- Be sure to create an EER following a disciplinary event. This will ensure that the Good Conduct date is reset and will remove the member from any current advancement list.

Attention to detail as it pertains **to data input** continues to be paramount. An incorrect accession results in problems across the board for our members. If you have any questions concerning PSC Advancements, feel free to call at 785-339-3400 or email directly in Global at PSC-DG-ADV.

"Is a discipline event EER submitted at the time of the incident or at time of mast?"
The preferred time to report the incident is at the time of the event. It can also be reported at the time of the mast; however you don't have to associate reporting the incident with civil court event. The same incident is only reported once.

"Are there any plans to change how changing the effective date deletes EER data?"
No. That data element is the key to identifying an EER and changing how it operates would be a major rework of the software.

"Non-rate discharge?"
If a member has an alcohol event while attending school, the member may be considered for discharge.

"What is the difference between Reviewers field and Endorser field (even though tab was used for questions)?"
Reviewer's field is the person who approves under exception tab. Endorser field is only used to route evaluations to the next person in the rating chain.

"Is there any condition when Effective Date and To Date would be different?"
No.

"Why can't DA populate the To Date once the Effective Date is filled in?"
OERs use same software so changes cannot be made unless it applies to OERs also.

"If member's rating changes, is the SPO responsible for notifying us whether member is still eligible?"
The unit commander is responsible for notifying PSC (adv) whenever a member's eligibility status changes after they are on an advancement eligibility list.

"How does CORC show up on evaluation?"
Select MEMO as the Review Type of EER and select CORC as the rating scale.

"Is there a way that a BM at a MSST who is a COXWAIN can automatically receive Sea Time

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(Continued from page 10)

eligibility credit for the SWE?"
Notify Doug Rose and he can verify and can give permanent credit if eligible. (DA is not able to determine if the BM is in a COXWAIN billet which is required for the credit.)

"Why is there nothing in DA to verify completion for EPQs and EPME?"
This is not a trivial change. It is currently not a high enough priority for HQ to assign technical resources to complete.

"Is there any talk about changing the way the point systems works for college?"
There have not been any recent discussions that I am aware of. Earlier discussions centered on how can we ensure equal access to the opportunity to earn college credit, how do you measure the value of that education to the Coast Guard, and how do you incorporate that value into the final multiple?.

"Statement regarding Navy Sea Time?"
Member with previous Navy Service can request to have Navy Sea Time credited for advancement eligibility but first needs to request SOCS. Once SOCS is completed, we validate, and member may receive permanent credit for Sea Time ADV and the member's Rating Force Manager concur to give credit based on the navy experience and how compares to CG sea time.

"Why can't Navy Sea Time be used for points?"
CG policy limits points to Coast Guard sea duty.

"Is a Sea time Waiver good for all time?"
Waiver is only good for one service wide. Waivers have to be requested for every SWE cycle.

"Will PDE just be on-line?"
Not any time soon. Too many units without connectivity or not enough terminals. PSC will continue to mail paper PDEs until further notice.

"How will LAMS be verified for the PDE?"
Courses are verified through the completed course code in DA.

(Statement made that Reservist can't strike.)
Advancement representative explained that Reserve Striker program is going away and that no one is currently on the Reserve Striker list.

"If Practical Factors are not done by the eligibility deadline date, do SPOs have to send notification to PSC stating why not eligible?"
The command (not the SPO) must notify PSC when any member has not completed their EPQs because the EPQs can not be tracked in Direct Access. If the member has not completed their EPQs, they are not eligible for the SWE and we should not send them a test. This notification must be accomplished by the PDE correction deadline.

"What is the ratio for Chiefs not attending CPOA and advancing to E8?"
There are ZERO E-8 candidates on the May 2008 SWE who have an E-7 DOR prior to 1 Jan 99 (the cutoff date) and there were three on the May 2007 SWE with a DOR prior to 1 Jan 99. Two had completed the CPOA and the third is currently serving as School Chief for a "C" school. That makes one (1) person out of the 738 members on the last two SWE lists who did not meet the CPOA requirement.

"How many Chiefs do not meet the eligibility requirements for attending the CPOA?"
We don't have stats.

"Are more Chiefs not eligible to advance due to EPME or for not attending CPOA?"
More chiefs are made not eligible for Senior Chief due to lacking EPME than not attending CPOA.

"What does member do for restoration of previous rank?"
IAW Article 5.C.33.b.2. of the PERSMAN**, Commanding officers who consider enlisted members to be deserving of restoration to a formerly held rate, or deserving of advancement, but to a rate lower than formerly held, may recommend such restoration or advancement by letter to Commander (CGPC-epm). In making such a recommendation, the present commanding officer shall set forth in detail a full justification of the action recommended based on at least 5, but not more than 36, months observation of performance of duty by the member concerned since reduction in rate. The observation time need not be totally at the present unit, **but must take place within the same period of enlistment**. Enlisted members E-7 and above, who have been reduced to a rate E-5 or below, may be recommended for restoration of rate up to and including E-6. However, in order for enlisted members to be advanced to E-7 or above, they must re-compete in an SWE when considered fully qualified in accordance with **Articles 5.C.4. and 5.C.11.a.

SPO Metrics/CGBI Data Cube

This new tool is a PSC Topeka Strategic Initiative that gives SPOs the ability to track, via a "cube" in CG Central, the timeliness and accuracy of documents they submit. The cube provides SPOs an opportunity for self management. The timeliness portion of the cube was released to the SPOs in May 2008. The accuracy portion was released in November.

"For Contracts, what date is the cube looking at: signature date or effective date (for extensions)?"
The signature date is being used for contracts as well as the agreement to extend/re-extend transactions ***(P154/P159).*** *The effective date of extension is being used for begin extension/re-extension transactions* ***(P198/P199).***

"For FSA/HDP/BAH-TR/Aviation Pay?" *PSC can't make changes to timeliness cube for these transactions. Putting in different logic on the different types of documents would cause too much of a load on the systems. Currently, the user has the ability to drill down and research each document in the cube.*

"Does using manual row switch affect the timeliness report?"
No. The manual row switch allows transactions to be entered "out of order" and also permits the user to override edits in some cases.

CWO Luna, PSC (MAS), explains the CGBI SPO Metrics Data Cube

End of Conference Open Forum

"PSC customer care feedback link has the wrong email example. The email address has unit in the email address."
Thank you for bringing this to our attention. The PSC customer care link has been updated.

"SPO representative would like to be considered an extension of PSC."
This notional concept is currently being considered by the PSC Customer Relation Council (CRC). Check future Servicing Personnel Newsletters for information on this subject.

"Is an online chat function available?" (A method for SPO to discuss/guide a member in the field through a process like TPAX.)
The Windows XP Remote Assistance software provides an online chat function. Members can use this to work through processes online. Additionally, the software allows one member engaged in chat to take control of the other member's computer, providing real-time support. PSC Topeka's Call Center is currently evaluating this program to determine if it will be a useful Call Center tool. Check future Servicing Personnel Newsletters for additional information on this program.

"*Timbuktu* software allowed a member of a SPO to view what a member in the field was working on; e.g., TPAX."
This software was removed from the standard Coast Guard workstation image due to security reasons and is therefore no longer authorized. However, the Windows XP Remote Assistance software (see previous question about "Online Chat) seems to provide similar functionality.

"LES—make a comment in the comment section: 'member is responsible for reviewing his/her monthly LES and bring any discrepancies to the attention of the SPO.'"

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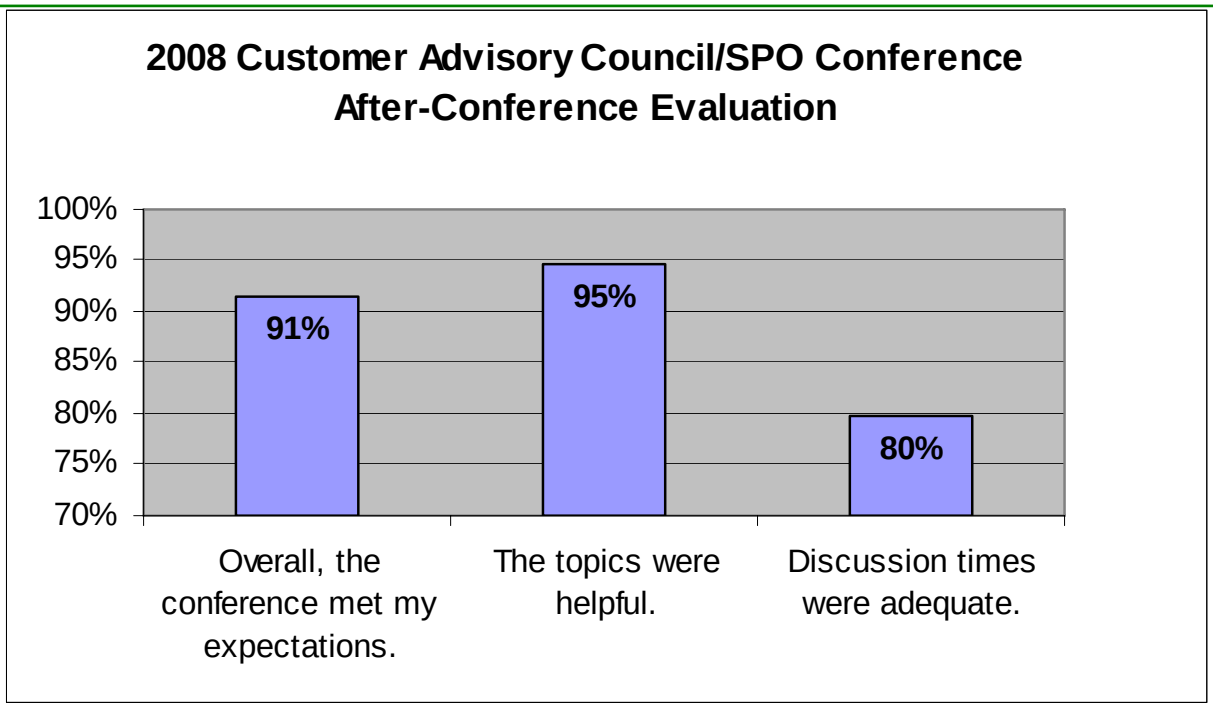
(Continued from page 12)

PSC agrees on the importance of including a statement like this on each member's LES. You will see the following statement in the remarks section of LES periodically to remind members of this responsibility: "Verifying the accuracy of your pay and information on your LES is your responsibility; you must report suspected errors to your servicing personnel office (SPO)."

"Online training link for LES."
PSC's Procedures and Development Branch has developed and on line tutorial titled, "Understanding Your LES". This tutorial is available now on the PSC webpage. The link to the LES Tutorial will also be published in the remarks section of your LES.
http://www.uscg.mil/hr/psc/media/UnderstandingYourLES.pps

"Invite XPO's to the SPO conference so they would be aware of how much work they are creating for everyone by not forwarding source data to the SPO in a timely manner."
This notional concept is currently being considered by the PSC Customer Relation Council. Check PSC's webpage for 2009 Customer Relation Council Conference announcement updates. If a change to our target audience is recommended it will be announced there.



In Summary

The 2008 Customer Advisory Council/SPO Conference was a major success and we encourage those of you who attended to share your experience with your Command and peers. You learned how important you are to us and that we all win when we hear from you.

PSC collected valuable information from members completing the 2008 Customer Advisory Council Conference exit survey. We intend to use this information to begin building next year's conference agenda. Look for conference announcements and updates in future Servicing Personnel Office Newsletter and on PSC's webpage.

Thank you!